

# Welcome to the ward





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## Compliments, gifts and donations

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If you would like to praise the care you have received, please speak to the Ward Sister.

Staff are not allowed to accept gifts of money or other items from patients, except small 'thank you' gifts such as chocolates etc.

If you would like to make a donation to the hospital, please send it directly to the Ward Sister. Donations can also be made to Charitable Funds (please see page 15). If you want us to use your gift for a particular purpose, please talk to the Ward Sister who will make sure your wishes are respected.

Dear Patient

My name is Zoe Harris and I am the Matron at this hospital.

I would like to welcome you to the ward and hope that your experience of our services meets your expectations.

We aspire to put patients and their families at the heart of everything we do. As such, you, together with your family and carers will be involved in all decisions about your care and treatment.

We will ensure that the care you receive is of the highest standard and that you are treated with care, compassion, dignity and respect.

Please do not hesitate to contact me if you wish to give any feedback. I can be recognised by the red badge all Matrons wear. My contact details can be obtained by speaking to the ward staff.

I welcome your thoughts.

Zoe Harris  
Matron



## Facilities at Melton Mowbray Hospital

Melton Mowbray Hospital is a local community hospital situated on the eastern side of Melton Mowbray town centre.

The hospital is wheelchair friendly with all patient areas situated on the ground floor. The hospital offers patient centred care, working in partnership with yourself and other disciplines, to provide treatment, care and emotional support of a high standard.

- If you use a mobile phone please have consideration for other patients within the ward. Please speak to a nurse if this is a problem.
- The housekeeper will take your order for a daily paper. This service may be restricted at weekends and bank holidays. The correct change is helpful.
- We hope to be able to offer computer and Internet access soon, please ask staff for details.
- A quiet room is available for your use.
- If you would like your usual hairdresser to visit, please let a nurse know.
- Speak to a nurse if you have any correspondence you wish to post. Please make sure the correct value of stamps is used.



## **In the event of fire**

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It is extremely unlikely that this will happen. If it does, don't panic.

Your ward staff are well trained and know what to do. **If you see a fire, or smell smoke, alert a member of staff immediately.**

**There is a routine fire alarm test every Friday morning - the bell usually sounds for a few seconds only.**

## **Smoking policy**

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Melton Mowbray Hospital is a smoke-free environment. In line with government policy, smoking is not allowed in any part of the hospital or its grounds. Use of e-cigarettes (vaping) is permitted outside and in certain areas. Please ask a member of staff for details.

**If you would like help to stop smoking please let the nursing staff know. Alternatively for free confidential advice and support to quit, call:**

**If you live in Leicester City: 0116 454 4000**

**If you live in Leicestershire County or Rutland: 0800 622 6968**



## Visiting

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All visitors including children are welcome. A visit from a relative or friend plays a vital part in your wellbeing and we offer flexible visiting times to meet your needs.

We can only provide basic information to anyone who rings the ward. If you have a large family, we would be grateful if you could identify one person we can liaise with.

We want to create a calm, restful and therapeutic environment which respects everyone's privacy and dignity. We may politely ask your visitors to leave an area for a short time to deliver care or treatment.

For Infection control and prevention reasons, we ask that visitors use the chairs available and do not sit on the beds. It is helpful if any chairs that are moved are returned to their original place when visitors leave.

ALL visitors must use the alcohol hand gel on entering and leaving the ward and wash their hands thoroughly before and after contact with patients.

**To protect patients and staff, friends and relatives should not visit if they are themselves suffering from sickness, diarrhoea or any other contagious illness, or have done so in the previous 48 hours. If you are unsure please call the ward and speak to the nurse in charge.**

If your nurse thinks you are getting too tired, they may ask your visitors to leave and come back another day.

Please speak to the nurse in charge if:

- your relative or friend would like to help with your care
- you would like more than two visitors - we may be able to accommodate larger groups in the day room
- you and your visitors would like to use the grounds – they can advise if it is safe for you to do so.

Please speak to a therapist if you would like your friend or relative to observe a therapy session so that they can support you after you leave hospital.

# Meals

You will be asked to choose your meals from a menu covering your nutritional needs. If you need any help to choose your meals, or if you would like the menu in large print, photographic format, another language or Braille, please ask a member of staff.

Please tell us if you cannot eat certain foods, you need a special diet, or if you need help with eating. Our catering service can provide diets such as vegetarian, kosher and halal. We serve meals at approximately the following times:

breakfast 8 - 9am	hot drinks mid afternoon
hot drinks mid morning	tea 4 - 5pm
main meal 12 - 1pm	hot drinks bedtime

Late night snacks (eg biscuits) are available on request. Unless there are clinical reasons why not, for example if thickeners need to be added to your drinks, water is available at any time and hot drinks at meal times.

**Your relatives or friends are requested not to bring in items of food (including alcohol) unless this has been discussed with your nurse or Ward Sister.**

Visitors are welcome during mealtimes as we endeavour to make mealtimes as sociable as possible. If you would like your relative to assist you during this time, please speak to the nurse in charge.





## Our commitment to you

- You will have a clear explanation of your condition and the treatment options/procedures available to you including the benefits and possible risks associated with your proposed treatment plan.
- You will be asked to give your informed consent to any procedure/treatment/therapy.
- You can request to see your patient records.
- The information in your records will remain confidential.
- You will be treated with respect and dignity at all times.
- We will keep relatives or carers informed of your progress, with your consent.



## What we expect from you

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In return, we ask where able, that you:

- Provide us with the necessary information about your condition, symptoms or medication in order to provide appropriate care.
- Participate in your own self-care to promote independent living when you leave hospital.
- We hope that you will join in with the planning of your treatment and goals and that you will be motivated to participate in therapy sessions. Your therapist will discuss how you can continue to work towards your goals between sessions.
- Ask for a further explanation if you do not understand any of the information you are given.
- Provide suitable footwear – well-fitting slippers and flat (preferably lace-up) shoes or trainers (please ask your relatives/friends to bring these in for you if you do not have them).
- Treat our staff with the same respect you expect from them.
- Arrange with your family or friends to take care of your personal laundry. You are encouraged to wear your own clothes whilst in hospital. Please tell your nurse if you have nobody to do this for you.
- **Arrange for your transport home. If you have problems organising this please talk to a member of staff.**

## Therapy and dietetic services

On admission you may be referred to some of the therapy services listed below, depending upon your individual needs.

### Physiotherapy

Physiotherapists assess and treat individuals in order to promote movement and function when someone is affected by illness, injury or disability. The physiotherapist can assess for and provide mobility aids if required.

### Occupational Therapy

Occupational therapists assess and treat individuals in order to develop or maintain daily living skills when someone is experiencing physical, mental or cognitive disorders. Equipment and adaptations may be recommended and provided for you to facilitate day-to-day tasks on discharge.

### Speech and Language Therapy

Speech and language therapists assess and treat individuals who have speech, language and communication problems as well as those who have swallowing, eating and drinking difficulties. They may need to modify the texture of your meals and drinks, but you will be kept fully informed.

### Dietetics

Dietitians assess, diagnose and treat diet and nutrition problems such as poor appetite or weight loss. It is helpful for us to monitor your weight, height, BMI, nutritional score and what you are eating to assess your nutritional status. With your consent we will check these regularly.



The medical, therapy team and social workers meet every weekday to discuss all patients on the ward to see how we can further your progression. Medical cover is provided by Advanced Nurse Practitioners (ANPs) supported by consultants.

Following assessment, your therapy treatment plan will be developed with you and tailored to meet your needs. We will set realistic goals with you to help you work towards improving your independence and wellbeing. The goals set with you will be regularly reviewed during therapy sessions so that together we can monitor your progress. We will encourage your participation and will discuss with you how you can continue working towards your goals, with support of the whole ward team, throughout the day and in-between therapy sessions. This will ensure you can be safely discharged from hospital at the earliest opportunity.

Therapy rehabilitation is commenced whilst you are on the ward and if appropriate this rehabilitation is continued after you have been discharged. If you are still working towards your goals and demonstrating ongoing progress at the point of discharge, with your consent, we will refer you to the appropriate community service.

You will be fully supported in planning your discharge and any concerns raised by you, your family or the hospital team will be discussed and addressed prior to discharge.



## **Student training and research**

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We train a variety of clinicians in our hospital. We will not allow any student to help with your care unless we have your permission. We hope you will give your consent because it will widen the student's experience of patient care. Teaching students enables us to improve our standards and keep up-to-date with changes in healthcare. If you do not want a student to assist with your care, please tell your nurse.

You may be asked if you are willing to take part in research.

Your care and treatment will not be affected if you say you do not want a student to help with your care or to take part in research.

## **Privacy and dignity**

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We are committed to making sure that all patients receive high quality care that is safe, effective and focused on their needs. Men and women are cared for separately in different bays or rooms. Bathrooms and toilets are designated male or female with appropriate signs. The nursing staff will ensure that your privacy and dignity will be maintained throughout your stay. If you have any concerns about this, please talk to a member of the ward staff. We aim to provide care in surroundings that take account of your personal and/or religious needs.



## **Pensions, benefits and medical certificates**

Your state pension will be paid in full for the whole time you are in hospital, no matter how long you stay. If you are getting pension credits or benefits, you need to tell the Benefits Agency. If you are entitled to sickness benefit, the Benefits Agency will want a medical certificate to cover your period in hospital. Please tell your nurse if you need one.

## **Chaplaincy**

Your religious and spiritual needs are important to us. Whatever your particular faith, or if you have no religious beliefs, our Chaplaincy Service is equally available to you and your relatives or carer. If you would appreciate a visit, please ask a member of staff who will be able to contact the Chaplain or contact them directly on: 0116 229 4055.

## **Chaperone Policy**

All patients are entitled to have a chaperone present for any consultation, examination or procedure if you would like one. The chaperone may be a family member or friend. On occasions you may prefer a formal chaperone to be present, such as a nurse or other trained member of staff. Sometimes, your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy. If you would like someone to be with you, to see a copy of our chaperone policy or have any questions or comments regarding this, please ask a member of staff.



## PALS - Patient Advice and Liaison Service

PALS - Patient Advice and Liaison Service - here to help.

Our PALS Team is here to help you with any compliments, questions, comments or concerns you may have relating to our services.

They can help you by:

- providing confidential advice and support to anyone who uses our services, their families and carers
- listening to any suggestions, queries or compliments
- liaising with our staff to resolve any issues you raise as quickly as possible
- providing information on services and local support groups
- helping to sort out health concerns on your behalf
- giving you information on how you can get involved in helping us to develop our services

### Concerns

All our staff strive to provide the best possible care and service. However, occasionally things can go wrong and you might feel unhappy or concerned about the care or treatment you or someone you care for has received. The first thing you should do is talk to a member of staff at the place the care or service was provided to try to resolve things. If this does not resolve your concerns, you can contact a member of our PALS Team and they can help you to decide what steps to take next.

Tel: 0116 295 0830 Monday to Friday 9am - 4pm

Email: [PALS@leicspart.nhs.uk](mailto:PALS@leicspart.nhs.uk)

Write to us at (no stamp required):  
Freepost LPT PATIENT EXPERIENCE

## How to make a complaint

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If you don't feel able to raise your complaint with the service, or are not satisfied with their response please contact our Complaints Team who will be happy to support you through this process. We will get in touch with you within three working days to let you know what we are doing to investigate and when you can expect to hear from us. We assure you that your future care and treatment will not be affected should you make a complaint.

Tel: 0116 295 0831 Monday to Friday 9am - 5pm

Email: [Complaints@leicspart.nhs.uk](mailto:Complaints@leicspart.nhs.uk)

Write to us at (no stamp required):  
Freepost LPT PATIENT EXPERIENCE



## Your information

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In the NHS in England, we aim to provide you with the highest quality of healthcare. To do this, we must keep records about you, your health and the care we have provided for you or plan to provide for you.

If you would like further information on how we keep your records safe, or if you would like to see your medical records, please ask a member of the ward staff for a copy of leaflet 86: Your NHS number and how we use your information in the NHS.



## **Leicestershire Partnership NHS Trust Charitable Fund - making a difference to local people**

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With your help, our Charitable Fund is able to improve the care we give to the people of Leicester, Leicestershire and Rutland. Donations help us to improve our ward environments, enable us to buy specialist equipment and fund innovations. Your support, through donations, leaving a gift in your Will or taking part in fundraising events, will allow us to do even more to improve the experience of our patients, their carers, relatives and staff. If you would like to know more about how you can help, please contact our Fundraising Manager, Lindsay Woodward.

Lindsay Woodward  
Fundraising Manager  
Leicestershire Partnership NHS Trust Charitable Fund  
Riverside House  
Bridge Park Road  
Thurmaston  
Leicester  
LE4 8BL  
Telephone: 0116 2950889  
Email: [lindsay.woodward@leicspart.nhs.uk](mailto:lindsay.woodward@leicspart.nhs.uk)  
Registered Charity Number 1057361

# When you leave hospital

Our Community health services are:

- community nurses
- physiotherapists
- occupational therapists
- social services and
- support workers

This service is designed for people who are housebound.

There are other community services you may be asked to attend i.e. GP surgery, community nursing clinics and therapy out-patients.

## Our commitment to you

You will be asked to give your informed consent to any procedure/treatment/therapy.

The information in your records will remain confidential.

You will be treated with respect and dignity at all times.

Each individual referral received by the community services will be reviewed and prioritised. You may not be seen immediately but you will be contacted by phone or letter to let you know when you will be visited.

You will receive an assessment which will consider your health and social needs.

The therapy team will identify individual goals and work with you to improve your independence; this may include using exercises and practicing daily activities, to reach your potential.

The number of treatment sessions you will have with the therapist will be dependent upon your individual need.

The nursing team will plan your care and treatment dependent on your clinical and individual need and arrange visits to see you accordingly.

As well as providing care, we also help and encourage you to look after your own care, becoming as independent as you can be in managing your condition.





## What we expect from you

Treat our staff with the same respect you expect from them.

We ask where able, that you:

- Provide us with the necessary information about your condition, symptoms or medication in order to deliver care or treatment.
- Participate in your own self-care.
- Be involved with your care and treatment and planning goals. You may be asked to continue to work towards goals between visits.

